

## Water Meter Replacement and Automated Meter Reading System Project

### City of Quincy

#### Information for Residents

#### Frequently Asked Questions

1. How long will the installation usually take?  
*The installation usually takes about 30 minutes to one hour.*
2. Does someone need to enter my home to install my meter?  
*Yes. However, our installers will not enter your home if there are no adults present.*
3. Am I required to be at home during my appointment time?  
*Yes. For safety reasons, we would like the resident to be at home during the installation.*
4. How will I identify that the installer is an employee of Winwater Services?  
*All Winwater Services installers carry City Provided ID badges.*
5. How can I verify their employment ?  
*Please feel free to verify their employment by calling our toll free number.*
6. Will I be charged for the installation?  
*No, there will be no charge to the customer.*
7. What do I have to do to prepare for the installation?  
*We only need you to clean the general area around your meter. We will do the rest.*
8. What if I don't want this service?  
*While we will try to minimize any inconvenience to residents, this equipment installation is required on all homes in the city.*
9. What if I already have an outside reading device?  
*Make an appointment and our installer will verify if the device should be replaced or not.*
10. How can I contact someone for more information?  
*We can be reached via phone toll free at 866.983.8080.*